



# MILWAUKIE

*Dogwood City of the West*

December 30, 2010

Dear City of Milwaukie Utility Customer,

In an effort to enhance our service, we are implementing a number of changes to our utility billing process. The changes *do not* result in any rate increase.

- This will be your last bi-monthly utility bill. Beginning with your next utility bill you will be receiving a monthly bill rather than a bi-monthly bill. This change is intended to make budgeting more manageable for our customers.
- Payments will now be due by the 10<sup>th</sup> of the month. The practice of providing a 15-day “grace period” will be discontinued.
- For those customers who do not make their payment on time, a past due notice will be mailed and you will be charged a \$5 late fee, instead of the previous \$10 fee.
- Shut-off notices will be mailed if payment is not received by the date indicated on the past due notice. Another \$5 late fee will be charged, down from the previous fee of \$30. The mailed shut-off notice will replace the door hanger notice.
- Service shut-off will occur if payment is not received by the date and time indicated on the shut-off notice and an additional \$30 fee will be charged. The new shut-off date has been increased to a week to provide customers more time to pay.

We are also working on additional enhancements that should occur by mid-January, including on-line payments and account management that will provide more flexibility for our customers.

In addition to these changes, the utility bill itself has been significantly modified. The new format is easier to read and offers much more information including graphics that allow customers to easily track their water usage.

For additional information, please refer to our website at <http://www.ci.milwaukie.or.us/finance>. Or, if you have a specific question about your bill, please email us at [finance@ci.milwaukie.or.us](mailto:finance@ci.milwaukie.or.us) or call (503) 786-7597.

Sincerely,

A handwritten signature in black ink that reads "Andy Parks". The signature is fluid and cursive, with the first letters of the first and last names being capitalized.

Andy Parks  
Interim Finance Director